

GSA LINK

Volume 1 Issue 1 - Spring 2004

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Our Mission:

We help federal agencies better serve the public by offering, at best value, superior workplaces, expert solutions, acquisition services, and management policies

A Message from the Regional Administrator, Larry Trujillo



Welcome to the first issue of GSA LINK. This publication took many months of planning, writing and editing before it was delivered to you. Allow me to begin by thanking the GSA LINK Coordination Team: Cara Hoevet, Jessica Higgins, Anna Zaffer, Debbie Rojas, Cheryl Wakeman, Ann Marie Sushinsky, Mollie Morgan, and designer Michelle Peterson. These individuals worked diligently to make the concept of a ONE GSA publication a reality.

GSA LINK is our pioneer effort to communicate ONE GSA to GSA customers, industry partners and associates. Our hope is that you will find this publication informational as well as a forum for sharing best practices. GSA LINK is the Rocky Mountain Region's (RMR) first comprehensive newsletter since my arrival in September 2001. While the services within GSA's RMR have been issuing service-specific newsletters, one publication did not exist which brought together information from all areas of GSA.

ONE GSA describes our efforts to work together to better meet the needs of our customers and associates. By the Public Buildings Service (PBS), Federal Technology Service (FTS), and Federal Supply Service (FSS) working together, our goal is to communicate all that GSA has to offer.

I look forward to having GSA LINK become the premier communications document for our customers and associates and serve as a source for information sharing among all levels of GSA.

As we move forward, we will carefully consider any comments you may have to help make this newsletter more user-friendly. We want to provide you with timely information about GSA globally, as well as locally in the RMR.

Larry E. Trujillo, Sr.
Regional Administrator

Our Services

Meet the FSS Assistant Regional Administrator, Tyree Varnado

By Anna Zaffer

The Federal Supply Service (FSS) is responsible for providing supplies and services to Federal agencies worldwide. FSS in the Rocky Mountain Region (RMR) has merged with the FSS organization in the Greater Southwest Region (GSR). Tyree Varnado is the FSS Assistant Regional Administrator (ARA) for both the GSR and RMR. He began this position in December 2002. Prior to that time he served as the ARA for FSS in Kansas City, Missouri.



Mr. Varnado's first year in this region was a very successful time for FSS. The regional FSS program was recognized for performance measure achievements in all departments in FY 2003. In addition, the GSR hosted the annual GSA EXPO 2003 in San Antonio, Texas. Despite the uncertainty of the

war and the budget pressures on our customers and vendors, the event was a huge success.

As part of a nationwide reorganization of FSS Acquisition Centers, which resulted in the closure of The Office and Scientific Equipment Center in

Washington, D.C., the Scientific Branch of the General Products Acquisition Center was created in September 2003 in Fort Worth. This is good news for the GSR and RMR since the Scientific Branch is expected to generate approximately \$500 million in annual sales.

One of Mr. Varnado's chief concerns is the quality of service that we provide to our customers and he is continually striving to improve our service delivery system. Part of this initiative to improve customer service is to create an organizational structure that is responsive to customer needs and that allows us to remain competitive. Several FSS organizations have undergone reorganizations in recent months to respond to changes in the marketplace and to provide service in an effective and economical manner. Additionally, Mr. Varnado believes FSS activities need to constantly evaluate methods of service delivery and adapt to changes in technology and the needs of our customers. An example of this innovation is the continued effort to expand e-commerce initiatives to give FSS access to an expanded customer base without the expense of doing business the "old fashioned way."

FSS associates of the GSR and RMR play an important role in ensuring that Federal agencies throughout the world have the best possible supplies and services to perform their missions. Mr. Varnado would like to thank all associates for their efforts to make this the best FSS region in GSA.

The regional FSS program was recognized for performance measure achievements in all departments in FY 2003.

Coming Together to Better Serve You

By Anna Zaffer

On November 1, 2003 the Rocky Mountain Region (RMR) merged with the Greater Southwest Region (GSR) in order to better serve you - our customer. We hope to make the change as seamless as possible as not to disrupt or disturb our services to you. We are hoping that the merger will make us more efficient and streamlined. Though some things changed, such as your customer number, most programs will remain the same. Also, you will still have the same Fleet Service Representative to help you with any questions you may have. Thank you for being a GSA Fleet customer. We look forward to continuing to meet your needs.

A Message from the FTS Assistant Regional Administrator, Randy Touchton

The Federal Technology Service (FTS) in the Rocky Mountain Region (RMR) has always focused on providing the very best in customer service. Our associates enjoy working with other Federal agencies to provide the best in technology and services. Time and again, FTS associates tell us that their job satisfaction is directly related to working with and assisting project managers in other agencies. Consequently, it is no surprise that a nationwide survey rated the RMR FTS the highest in the nation for "Overall Satisfaction." The RMR FTS program also exceeded the national average for each of the five performance measures: Procurement Performance, Product and Service Offerings, Pricing, FTS Representatives, and Financial Reporting.

"Time and again FTS associates tell us that their job satisfaction is directly related to working with and assisting project managers in other agencies."

As proud as we are of our current customer service, we in FTS are planning to provide even better service in the future. Part of this plan is a business systems modernization program called the 3rd Generation System project, or simply "3GS." FTS RMR has the honor of being selected as one of the first regions in the nation to participate in Phase 1 of this modernization effort.

3GS functionality includes electronic invoicing and billing, a document management system, and something called a Intelligent Procurement (IRPO) system to help us build better, faster task orders.

FTS RMR fully intends to leverage the enhanced functionality of the 3GS enterprise system to provide a superior level of project and funds management, as well as enhanced control and tracking of all areas of the procurement process. We look forward to working with customers, associates and vendors to implement this important system in the May – June time frame.

We feel certain that the triple bond of modernized systems, dedicated GSA associates and strong partnerships with agency project managers will enable us all to achieve our mutual goal of providing the tax paying public with the very best value for their money.

E-Resolve - New Online Service from the National Customer Service Center

By Cheryl L. Wakeman

It's fast, easy and convenient. For answers to questions about a requisition or orders placed through GSA Global Supply, formerly the Customer Supply Center (CSC), simply log onto the GSA Federal Supply Service (FSS) National Customer Service Center (NCSC) web site at <http://fss.gsa.gov/ncsc/> for assistance. Be sure to check out our Frequently Asked Questions (FAQ) link.

With E-Resolve, help is only a click away — whether you're in the continental U.S. or an overseas customer, any time day or night. Or if you prefer, you can speak directly with a customer service representative by calling 1-800-488-3111 (DSN 465-1416).

E-Resolve will make it easier for customers to do business with GSA FSS — our number one goal.

We'd love to hear your feedback about this new online service. If you have questions about E-Resolve, please feel free to call the NCSC or send an e-mail to rodsn.ncsc@gsa.gov.



Our Services

Public Service Is Customer Service A Message from the PBS Assistant Regional Administrator, Paul Prouty

The General Services Administration's Public Buildings Service (PBS) is taking a few business pointers from corporate America. In an effort to streamline operations, PBS has adopted a number of private sector-like models and benchmarks. "Over the past ten years, the GSA PBS has evolved from a sluggish, mandatory bureaucracy into a customer-focused organization," states GSA Public Buildings Service Commissioner Joseph Moravec. PBS is committed, both nationally and regionally, to serve you - our customer. We are prepared to deliver service in a new, strategic way.

Nationally, we have aligned our resources and established the Office of Customer Service to maximize and strengthen PBS's customer relationships. We've also set up national account teams. These teams consist of a national account executive, deputy national account executive, and national account manager. The National Office of Customer Service serves to ensure our customers' voices are heard. Senior level executives within the Office of Customer Service are working to develop strategic alliances with our customers by inviting them to participate in discussions about how PBS can best serve each customer's needs.

The goal of the Office of Customer Service is to provide the best value for customer agencies and the taxpayers by



developing a strategic partnership with our customers and within GSA's business lines to ensure customer-driven decisions. The Office of Customer Service representatives will serve as a vital communication link between the GSA project manager and you - our

customer. We will measure our success not by internal standards, but by the successes of our customers.

"Over the past ten years, the GSA Public Buildings Service has evolved from a sluggish, mandatory bureaucracy into a customer-focused organization."

What does this mean for you in the Rocky Mountain Region (RMR)? We recently appointed full time regional account managers to serve our customers. This role is no longer an ancillary duty. Full time, dedicated associates will provide an increased level of service to our customers. The mission of the Regional Account Management program includes providing a link with the national account teams. The Regional Office of Customer Service will raise awareness of current and future trends within the Federal government's real estate portfolio and help determine how these trends will affect the way you do business. The regional account managers support strategic real estate planning, provide service to regional customers, and formulate action plans through feedback obtained from customer service surveys, including the Ordering Official Survey, the Realty Transaction Survey and the Customer Satisfaction Survey. Hopefully, these activities will enable you to execute your agency's mission with greater ease and effectiveness. To reach your regional account manager or national account team, call Karma Phillips at 303-236-8000, extension 2327.

In the words of our Commissioner, "Public Service is Customer Service. "We are committed to this vision and look forward to continuing to serve you!

Success Stories



The Junction City Café (left) and the Scowcroft Building (right).

Building a New Future for IRS and Downtown Ogden

By Tammy Eatough and Jessica Higgins

In 1999, the Internal Revenue Service (IRS) was in the midst of a re-organization. The goal of the re-organization was to consolidate operations and better serve the public. With these goals in mind, GSA partnered with IRS to provide them with new space. The project started with the construction of the Twin Rivers Complex and grew to include the rehabilitation of the Scowcroft Building and the construction Junction City Café. This project is an example of GSA's commitment to ensure quality work environments for Federal employees, while helping to revitalize the nation's communities.

The project was launched when GSA Realty Specialist/Contracting Officer Tammy Eatough awarded a 20-year, 135,000 rentable square foot lease for new construction for the IRS in Ogden, Utah. Originally, the building was to be constructed on a government-owned site directly adjacent to the existing IRS Service Center; however, the proposal was met with opposition. GSA remedied this situation by partnering with Ogden City, the State Historic Preservation Officer (SHPO), the Utah Heritage Foundation, and other community interest groups to construct the building on a new site owned by the City of Ogden Redevelopment Agency.

Following lease award, the design was further improved through a workshop with the Project For Public Places (www.pps.org), a renowned expert in the design and management of public spaces. The IRS moved into the Twin Rivers Complex in November 2002. The design of the newly constructed building cleverly incorporates the potentially historic Boyles Warehouse Building as an active portion of the complex. The Twin Rivers Complex was awarded the 2003 Utah Heritage Foundation Award and the Public Building Service Heritage Award for adaptive reuse.

Two additional leases have since been awarded: one for the Scowcroft Building and one for the Junction City Café. The Scowcroft Building was dilapidated and vacant for 50 years. It lacked a roof and suffered serious fire and water damage, but GSA took on the challenge. This building is now on the National Historic Register and has been totally rehabilitated and renovated for IRS use by Cottonwood Partners. The IRS moved into the Scowcroft Building, consisting of approximately 95,000 rentable square feet, in January 2004.



The art displayed throughout the Junction City Café is on loan from Bad Dog Rediscovered America, a program that mentors youth through the creative arts.

The Junction City Café is a separate, newly constructed 10,000 rentable square foot building located adjacent to the Scowcroft Building. This is the first time this type of function has been located separately from the actual Federal tenant. *Continued on page 6.*

Success Stories

continued from Page 5....

This addressed security concerns and also allows full public access to the facility by surrounding businesses and community patrons. Through the Utah State Business Enterprise Program, visually impaired individuals operate the café and the art displayed throughout the Junction City Café is on loan from Bad Dog Rediscovered America (www.baddogkids.org), a program that mentors youth through the creative arts.

Ogden City and the IRS are proud of the new space and GSA's role in the redevelopment and renewal of the downtown area. According to Mayor Matthew Godfrey and other city officials, these projects are a cornerstone in the revitalization efforts of downtown Ogden. For the past 25 years, Ogden has experienced a declining economy. As a result of this collaborative effort, new restaurants, condominiums, apartments, town homes, theatres, retail stores, parks, and recreation centers are in the process of

being developed. Consequently, GSA was recently presented with the "Key to the City". GSA Administrator Stephen Perry and PBS Commissioner Joseph Moravec took the opportunity to tour the site and visit with the Mayor and other city officials. Altogether, the leases have relocated approximately 1,500 IRS employees to downtown Ogden who were working in leased buildings immediately outside the city limits. The Mayor acknowledged Tammy Eatough and the entire GSA staff with accolades for the incredible changes this project has brought to the future of the City of Ogden.

The Project Manager, Tammy Eatough, was recognized by the Office of the Chief Architect for her work on the Twin Rivers Complex Project. Tammy will receive one of four GSA Project Management Awards for New Lease Construction in a ceremony in March 2004.

GSA Develops Army ONE SOURCE Database for Department of Defense

By Cara L. Hoevet

The General Services Administration in Denver, Colorado has contracted services to provide an IT system that allows for services to be provided to family members of military personnel. This system will be accessible 24/7 via the Internet, telephone and email. In addition, service providers and consultants will deliver support services using knowledge-based systems and other databases.

Army One Source, which relies on knowledge-based, interactive systems, allows military personnel and their families access to Family Assistance and Military Member Support services, which include resource and referral services, ongoing consulting sessions as well as deployment and decompression support services. GSA, on behalf of the Defense Department, awarded Titan Corp. with the task order to develop the database and online system.

Using an IT Enterprise Delivery System, coupled with expert knowledge management systems and redundant communications systems, Army One Source provides current information and resources to military personnel and their families. The online Web site, <http://www.armyonesource.com/>, is tracking and reporting all hits. A telecommunication system/phone bank has been staffed and is now operational. Over 900 calls to Army One Source have been reported since November.

The contractor initiated information exchange sessions with military support staff to enhance their knowledge of the Army One Source program. A communications toolkit was developed to help promote the program at the local level.

FSS Celebration

By Kenneth M. Bowen

2003 was a great year for the Federal Supply Service (FSS)! Mr. Tyree Varnado, Assistant Regional Administrator for the Greater Southwest Region (GSR) and Ken Bowen, Special Assistant for Rocky Mountain Operations hosted the FSS Annual Performance Award Celebration. In 2003, FSS improved in 75 percent of their corporate scorecard performance goals. Here are some of our accomplishments:

- Customer satisfaction scores increased over 2 points from 74.5 to 76.5%
- Business volume increased from \$27.4B to \$33.8B
- FSS's direct cost as percentage of revenue decreased from 6.93% to 6.67%
- FSS's total cost as a percentage of revenue decreased from 98.28% to 97.23%
- FSS conducted the first survey of our vendor partners

This was accomplished because of the efforts of all our FSS Associates working hard and contributing to their business line's success. The celebration was a fun event with a slide show and a "WHY FSS" presentation with Tyree, Ken, Monty Reed, Cyndi Hanson, Bobby Givens, Renata Drake, and Susan Marquez performing.

FSS Hosts Small Business Vendor Fair and Training Event

By Cheryl L. Wakeman

On December 4, 2003, Rocky Mountain Regional Administrator Larry Trujillo joined the Air Force Academy and the Small Business Administration in welcoming almost 400 military and civilian customers to a small business vendor fair and customer training event in Colorado Springs. Colorado Springs Customer Service Director Arleen Kinder and Air Force Academy Small Business Director Sherry Pittinger developed the program for this successful event. They planned a well-rounded occasion that served both the small business community as well as our Federal customers.

Customer training focused on GSA e-tools, including e-Buy,

GSAAdvantage! and Multiple Award Schedules. Over 100 small business vendors participated as well as the National Institute for the Blind. Together, they exhibited their products and services. In addition to booth exhibitions, the vendors were also able to participate in training focused on their needs. Procurement Technical Assistance Center (PTAC) personnel from Wyoming, Utah and Montana joined with specialists from the Denver Small Business Administration (SBA) Region and Penny Estrada from the GSA Small Business Utilization Center to present workshops for small businesses interested in selling to the government. Several regional GSA associates, along with our colleagues from the Office Supplies and Administrative Services Center and the IT Acquisition Center, pitched in to teach several courses.

GSA RMR hosts this event and others on an annual basis. If you are interested in participating or attending future regional events, contact the Federal Supply Service (FSS) Customer Service Directors at 303-236-7547.

FTS Works with Public Health Foundation

By Mollie K. Morgan

Sheryl Macken, a project manager for Federal Technology Service (FTS), was recognized by the Public Health Foundation (PHF) for working with them to ensure that four new states (Alaska, California, Tennessee and West Virginia) can participate in PHF's TrainingFinder Real-time Affiliate Integrated Network (TRAIN). TRAIN is a web-based learning management solution for public health organizations that need to rapidly increase their training capacity by creating a searchable clearinghouse of on-site (classroom) training and distance learning opportunities. The TRAIN system integrates national, state and local public health continuing education and training initiatives into a collaborative, nationwide learning system.

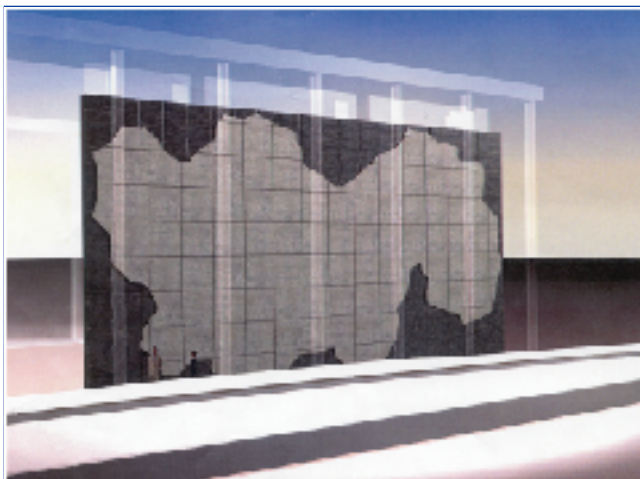
The PHF President mentioned that Ms. Macken "really went the extra mile to help the [PHF] staff, [her] Federal colleagues and state public health agencies understand the direct assistance process" and commended her for "the customer-focused, results-driven way [she has] served the GSA, clients, and the PHF in these transactions."

Irregular Form Takes Shape at the Alfred A. Arraj U.S. Courthouse

By Janet Preisser and Jessica Higgins

Through the Art in Architecture program, GSA commissions publicly scaled artworks that are integral parts of the architectural fabric or surrounding landscapes of Federal buildings. The goal of the program, which allocates one-half of one percent of the estimated construction cost to commission works of art, is to enrich the cultural, social and commercial resources of the communities where the art is located. GSA appoints a panel of experts and community representatives to select living artists to incorporate artwork into Federal buildings.

In Denver, the installation of Sol LeWitt's *Irregular Form* concluded in early December 2003. The 36 by 70 foot wall drawing is displayed on the east wall of the Alfred A. Arraj United States Courthouse. The piece's gray slate is mortared in segments to the exterior surface of its supporting black granite wall. LeWitt has always considered the architectural site an integral component of his work, contending that the walls for his drawings are aesthetic participants rather than merely neutral supporting surfaces. Michael Johnson of the Modern & Contemporary Art Department of the Denver Art Museum stated, "LeWitt's work is always expansive, in the sense of being generous and open, and so is incredibly well suited to adorn a United States courthouse. Here, he has realized his free form concept on a grand scale in granite and slate, but it somehow remains gentle and unprepossessing.



Topographical in feeling but not literally a map, its eccentric shape rather uncannily emblemizes the individual and the community at the same time. But beyond this contextually metaphorical aspect, it exists as a spectacular work of art, quietly exuding the spirit of the free mind."



Throughout his distinguished 50-year career, LeWitt has approached art as a dynamic interaction between concept and form. Forever experimenting with new modes of art making, LeWitt is a pioneering member of a generation of American artists who, since the 1960s, have argued that the most important aspect of a work of art is the idea behind its conception rather than its physical appearance.

The piece has sparked the interest of tenants, visitors and the local media. In works such as *Irregular Form*, LeWitt eliminates all representational subject matter so that we might focus solely on the formal grammars of line, shape, texture, color, and scale. However, the temptation may remain for viewers to attempt to discern in *Irregular Form* some sort of pictorial reference—be it geological, botanical, meteorological, or cartographic.

The Rocky Mountain Region is looking forward to additional art installations. Artist Tracy Linder is completing two sculptural pieces for the Border Crossing at Sweetgrass, Montana. The artistic duo, Patricia Leighton and Del Giest have completed a landscape piece for the Border Crossing in Roosville, Montana. Renowned architectural artist, James Carpenter, is designing a piece for the new Courthouse in Salt Lake City, Utah and James Campbell will put his talent with LED screens to work at the Byron Rogers Courthouse in Denver, Colorado.

Community Involvement

FTS Support for Soldiers in Iraq

By Mollie K. Morgan

Four Rocky Mountain Region (RMR) Federal Technology Service (FTS) associates were recognized for their efforts in coordinating video teleconferences between soldiers in Baghdad and their families in the Denver area. Chris Espinoza, Dan Scales, Hal Smith and Faith Ward all received certificates of thanks from the U.S. Army and a letter signed by Christopher M. Korpela, Captain, U.S. Army and John J. Smith, Lieutenant Colonel, U.S. Army.

The letter thanks the FTS Associates for arranging and conducting the video teleconferences and makes note that, "The hardest part of being over here is being separated from our loved ones. The Video Teleconferences help keep us connected to our families and lift our spirits. To have a few minutes to talk to and see them is truly a blessing."

GSA RMR Placed on EPA's Best Workplaces for Commuters List

By Cara L. Hoevet

Did you know that the average Denver area commuter spends 67 hours - almost three full days - stuck in traffic each year? This means that each commuter wastes over 100

gallons of fuel annually, which contributes to the region's air. The General Services Administration (GSA) strives to be environmentally responsible in a variety of ways. One way GSA is meeting its goals is by offering public transit subsidies to its associates.

GSA at the Denver Federal Center (DFC) was placed on the Environmental Protection Agency's Best Workplaces for Commuters List in January 2004. GSA had to meet a number of criteria to qualify for the list. For example, applicants must offer commuter benefits to employees through public transit passes or telecommuting

opportunities. Organizations can also offer other benefits such as shuttles from transit stations, secure bicycle parking, showers and lockers, or preferred parking for carpools. Another requirement is that applicants must have a central point of contact in charge of commuter benefits. Bill Shaffer is the point of contact for GSA RMR.



Mary Greaves and Patti Hearn have carpooled together from the Denver area since December of 2002.

GSA plans on actively promoting commuter benefits to associates in the upcoming year and petitioning other agencies located on the DFC to participate.

GSA is proud to be a part of this program and strongly encourages GSA Associates, customers and industry partners to consider taking part in this effort. Region 8 GSA Associates can contact Bill Shaffer at 303-236-7552 or visit <http://r8insite.gsa.gov/> and click on *Commuter Connections* for details. There you will find enrollment forms and other valuable information.

GSA invites you to commit to making the ride to work less stressful on yourself and the environment. Visit <http://www.bwc.gov/> to enroll or to see if your agency, organization or business qualifies. Nic Pagano, with GSA, is also available to help interested organizations and agencies with the enrollment process.

Did you know that the average Denver area commuter spends 67 hours - almost three full days - stuck in traffic each year?

Kudos!

Getting the Job Done...Doing What It Takes!

By Nic Pagano

For over 35 years, Tony Manalo has served the United States in the Marine Corps, the Postal Service, the Air Force Finance Center, and the U.S. General Services Administration. Currently, Tony works as a building management technician and oversees the day-to-day operations for Building 810 at the Denver Federal Center (DFC).

Building 810 is a 681,185 square foot building that offers both warehouse and office space. It houses the U.S. Geological Survey, the U.S. Forest Service, the Bureau of Land Management, the Bureau of Reclamation, and the Minerals Management Service.

This winter, Denver had a snowstorm where the temperature became so cold so quickly that ice formed within minutes. Tony arrived at the DFC at 5:30 a.m. to work alongside the contractors responsible for snow and ice removal. However, before leaving his house that morning, Tony slipped on some ice and fell on his back. After a few minutes, Tony got up and went to work!

He didn't mention the ordeal to anyone until he was satisfied with the work done to eradicate the ice (4,200 sq. ft.) at Building 810. Tony finally went to the doctor and fortunately his injuries were not serious. Later that day, Jesse Jones, the GSA property manager for Building 810, received a call of appreciation from a manager who works for the U.S. Geological Survey in Building 810. The manager expressed how thankful he was for Tony's dedication to the safety of the building tenants and how noble it was for Tony to focus on others' needs before his own!

Over the past few years, GSA Associates in the Rocky Mountain Region (RMR) have strived to become more customer-driven. One way this is accomplished is by developing action plans based on customer feedback that property managers receive from the Customer Satisfaction Survey. For example, in 2003, the overall customer satisfaction rate for Building 810 increased to 93 percent, up 10 percent since 2001. We believe that dedicated GSA Associates like Tony Manalo connect with our customers and positively impact the tenants' satisfaction with their space. The GSA RMR team will continue to make customer service one of its highest priorities.



Tony Manalo weathered the storm to ensure the safety of Building 810 tenants.

Kudos Korner

By Anna Zaffer

Bob Stewart of Bureau of Land Management (BLM) in Butte, Montana sent a warm letter of appreciation to Bob Reynolds of the Montana Fleet Team thanking him for the help Bob extended during the summer with vehicle extensions and great customer service in helping the BLM office in Montana. Also, Liz Stout received a letter of recognition from Jodie Akerley of the Federal Aviation Administration (FAA) saying, "she is consistently helpful and goes the extra mile to help her customers".

Thank you to both Bob and Liz for great customer service and making Fleet proud!

Barbara Steinbach Recognized for 8(a) Work

By Mollie K. Morgan

Barbara Steinbach, project manager for FTS, received an award for the greatest utilization for businesses on the 8(a) Government-Wide Acquisition Contract (GWAC) in the Rocky Mountain Region (RMR).

Announcements

Customer Focus Presentations

Please contact your local Fleet Service Representative for a Customer Focus Presentation to aid in the orientation of seasonal or permanent employees or to just get an update on information concerning fleet services such as Dial-a-Mile, Mileage Express, AFVs or general fleet information. We look forward to seeing you.

\$ GSA Fleet Vehicle Sales \$

Visit the GSA Fleet Vehicle Sales web site at www.autoauctions.gsa.gov, where you can get more information on purchasing top quality pre-owned U.S. Government cars, trucks and vans at substantial savings.

Announce an Event at the DFC!

GSA installed a new electronic message board at Gate 1 at the Denver Federal Center (DFC) in Denver, Colorado. DFC tenants are encouraged to use the message board to announce upcoming DFC-community wide events, such as blood drives, technology fairs, etc. The new message board will reduce the amount of sign pollution that previously existed at the DFC. Hanging banners and signs on the DFC is prohibited.

If you have any questions, or would like to post a message, please contact:

Margaret Daulton

Phone: 303.236.7174 x240

Fax: 303.236.7358

E-mail: margaret.daulton@gsa.gov

Contact Information

Useful numbers to have for your GSA vehicle:

Accident Control Center: 1-800-325-2958

Maintenance Control Center: 1-888-622-6344

Colorado Fleet Management Center: 303-236-7963

Utah Fleet Management Center: 801-524-3412

Montana/Wyoming Fleet Management Center: 406-651-5595

Dakotas Fleet Management Center: 701-250-4318

Rocky Mountain Region Contact Information

Region 8 Call Center: 1-888-999-4777

Congressional and Public Affairs: 303-236-7329

Federal Supply Service (FSS): 303-236-7547

Federal Technology Service (FTS): 877-REG8-FTS (877-734-8387)

Public Building Service (PBS): 303-236-8000 ext. 2327

Feedback

If you have any comments, questions, or topics that you would like to hear about, please fill out the feedback form, clip it out of the newsletter and mail it to: GSA LINK General Services Administration, Denver Federal Center, Bldg. 41, Room 2102, PO Box 25006 Denver, CO 80225.

Name: _____

Address: _____

Phone Number: _____



U.S. General Services Administration

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